

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Daniel Burgin : Paper No:  
Serial No. 09/944,836 : Group Art Unit: 2179  
Filed: 08/31/2001 : Examiner: Tran, Mylinh T.  
For: System and Method for Automated End-User Support

**INFORMATION DISCLOSURE STATEMENT**

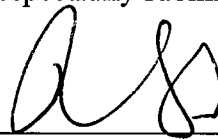
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, Applicant herewith submits certain patent references and other information, which the Patent & Trademark Office may wish to consider in examining the above-identified application. The references are listed on the attached Form PTO-1449.

No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

Respectfully submitted,



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